

MIAMIBEACH

OFFICE OF THE CITY MANAGER

LTC #

244-2016

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: May 31, 2016

SUBJECT: Evaluation Committee Relative to Request for Qualifications (RFQ) No. 2016-107-WG,
Hosted Automatic Call Distributor (ACD) Service

The purpose of this LTC is to update the Mayor and City Commission on the status of Request for Qualifications (RFQ) No. 2016-107-WG, which seeks to establish an agreement with a qualified firm(s) for a hosted automatic call distributor service.

The City expects to receive statements of qualifications pursuant to this RFQ on Tuesday, May 31, 2016. The responsive proposals will be reviewed by the Evaluation Committee in accordance with the criteria established in the RFQ.

I am considering appointing the following individuals to serve on the Evaluation Committee:

- Clarise Ferguson, Assistant Emergency Management Director, Department of Emergency Management
- Humberto Villareal, Senior Systems Analyst, Information Technology
- Barbara Hawayek, Customer Services Manager, Finance Department
- Randi Macbride, Office Associate V, Office of Code Compliance
- RaShonda Blatch, Development Review Services Coordinator, Building Department

I am also considering the following individuals as alternates:

- Rocio Alba, Administrative Services Manager, Parking Department
- Tonda Shaw, Financial Analyst, Finance Department
- Sasha Gonzalez, Customer Services Manager, Finance Department

I would appreciate any comments and/or suggestions you may have by Thursday, June 2, 2016.

Thank you.

C: Mark Taxis, Assistant City Manager
Alex Denis, Director, Procurement Department

JLM/MT/AW/AD/WG